



Case Study: Telecommunications

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ASSESSMENT SYSTEMS

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Challenge: One of the top five telecommunication service-providers in the U.S. wanted to reduce turnover of telephone and in-person sales associates and increase percentage of employees meeting sales goals.

Solution: Hogan Assessment Systems consulted subject-matter experts and used the Hogan job evaluation tool to identify personal characteristics and competencies required for the job. Hogan's client research team studied similar sales jobs to determine which results on the Hogan Personality Inventory's (HPI) seven scales would predict the best performance for that job set.

Result: The telecommunications company saved over \$600,000 in just 14 weeks.

- *Turnover:* Among those employees selected with HPI, the turnover rate was 50% lower. HPI saved over \$70,000 in turnover related costs in 14 weeks.
- *Sales Goals:* The 46 employees selected with HPI were projected to meet 90% of their sales goals thus earning the company \$49,350 more in one pay period than the comparison group (not selected by HPI). That's over \$1,000 more per employee.

Reports Used

[Suitability Report](#)

Assessment Inventory Used

[Hogan Personality Inventory](#)